

# Housing Continuum

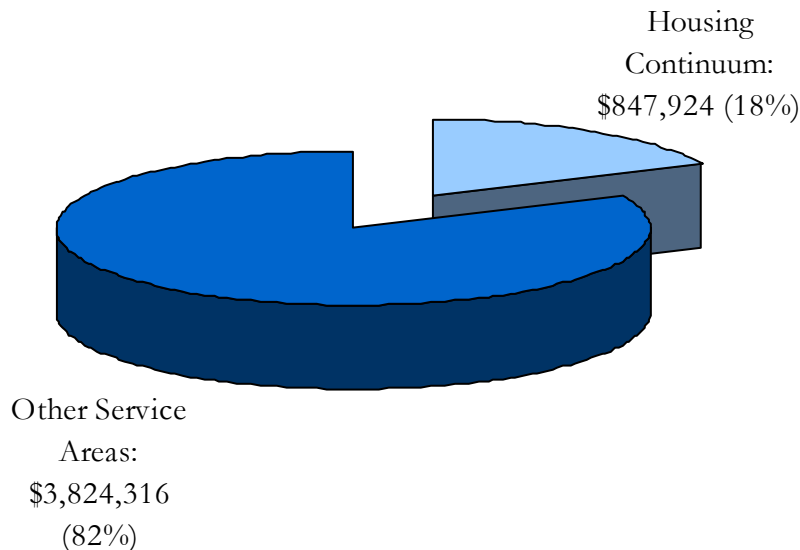
## Goals and Services

Programs within this service area promote the availability of and access to temporary shelter and long-term housing retention for persons who are homeless or at risk of losing their housing. Some examples of services provided by programs within this service area include safe and affordable transitional housing; emergency shelter including food, bedding and needed supplies; case management and tenant education to promote housing stability; and repair of housing to prevent homelessness or energy inefficiency.

## Contracted Service Providers included in this Service Area

Austin Children's Shelter .....	42
Austin Tenant's Council .....	46
Blackland Community Development Corporation.....	50
Caritas of Austin: Best Single Source.....	54
Foundation for the Homeless .....	58
The Salvation Army.....	62
Travis County Domestic Violence and Sexual Assault Survival Center (d.b.a. SafePlace) .....	65
Youth and Family Alliance (d.b.a. LifeWorks): Housing and Homeless Services .....	67

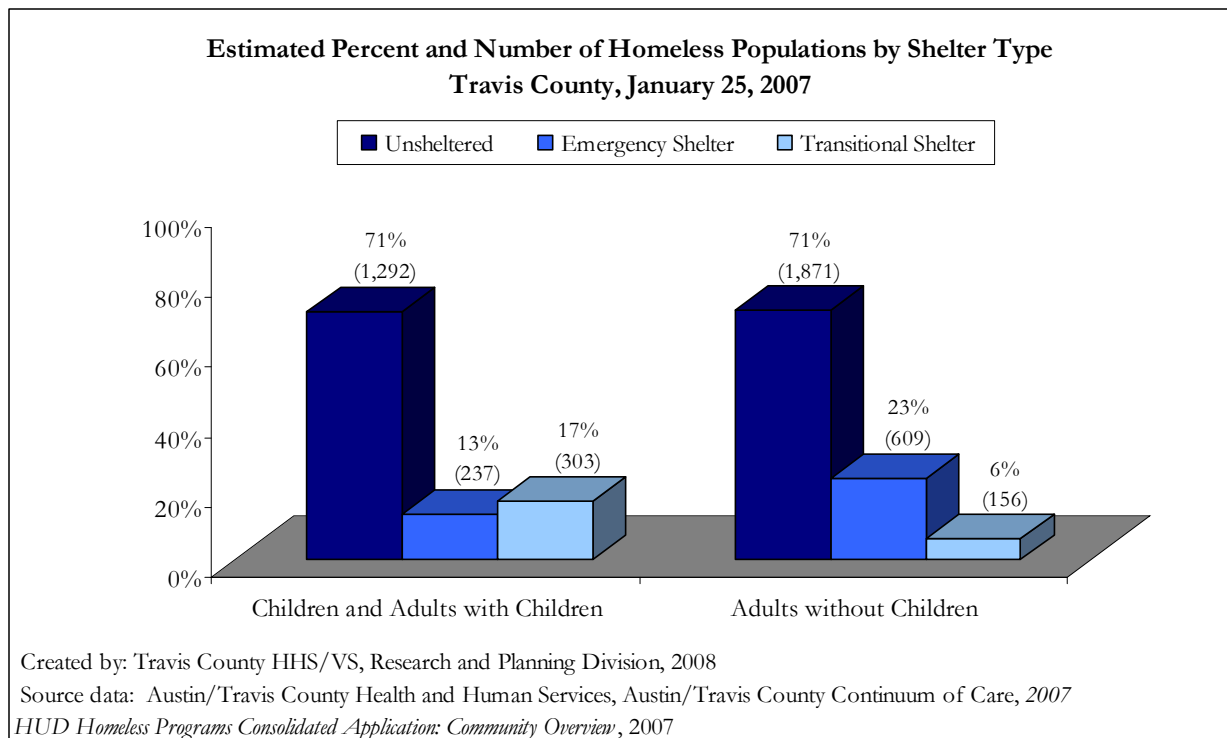
## Percent of Investment in Housing Continuum and Other Service Areas, 2008



## Highlights of Community Conditions

TCHHS/VS has departmental and contracted programs that offer housing services. The contracted services encompassed in this issue area primarily provide emergency and transitional shelter for youth and families who are homeless, near-homeless, or are experiencing abuse or neglect. Other services include counseling on housing rights, emergency landlord-tenant mediations, and financial assistance to maintain housing.<sup>32</sup>

An estimated **6,509 people were homeless<sup>t</sup> in Travis County** at some point during 2007.<sup>33</sup> On any given day in Travis County, an estimated 4,468 people are homeless; and, nearly three-quarters (71%) of these individuals are unsheltered, one in five (19%) are housed in emergency shelters, and 10% are housed in transitional shelters.<sup>34</sup> Of the people who are homeless on any given day, nearly half (41%) are children or adults with children. As the following chart illustrates, among those who are homeless on any given day, **the vast majority of these individuals are unsheltered.**<sup>35</sup>



<sup>t</sup> HUD defines a homeless person as one who “(1) lacks a fixed, regular, and adequate nighttime residence; and (2) an individual who has a primary nighttime residence that is — (a) a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill); (b) an institution that provides a temporary residence for individuals intended to be institutionalized; or (c) a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.” Data source: U.S. Department of Housing and Urban Development, “Federal Definition of Homeless,” U.S. Department of Housing and Urban Development, <http://www.hud.gov/homeless/definition.cfm> (accessed January 25, 2009).

National, state, and local data provide insight into the **characteristics of people who experience homelessness**:

- More than 30% are victims of **family violence**;<sup>36</sup>
- A quarter face **severe mental illness**;<sup>37</sup>
- One in five (21%) have been released from a “**public institution**” (such as a hospital, mental health center, foster care, prison, or jail);<sup>38</sup>
- Nearly one in five (18%) face **chronic substance abuse** challenges;<sup>39</sup>
- One in seven (14%) are **veterans**;<sup>40</sup>
- 13% have **physical health** issues that led to their homelessness;<sup>41</sup>
- Approximately 10-15% are considered **chronically homeless**, meaning that they have been homeless for one or more years;<sup>42</sup>
- 41% are **employed**;<sup>43</sup>
- A quarter are **students** at Austin Independent School District (AISD);<sup>44</sup>
- 8% are unaccompanied youth and, of all homeless youth, 27% have been in **foster care**.<sup>45</sup>

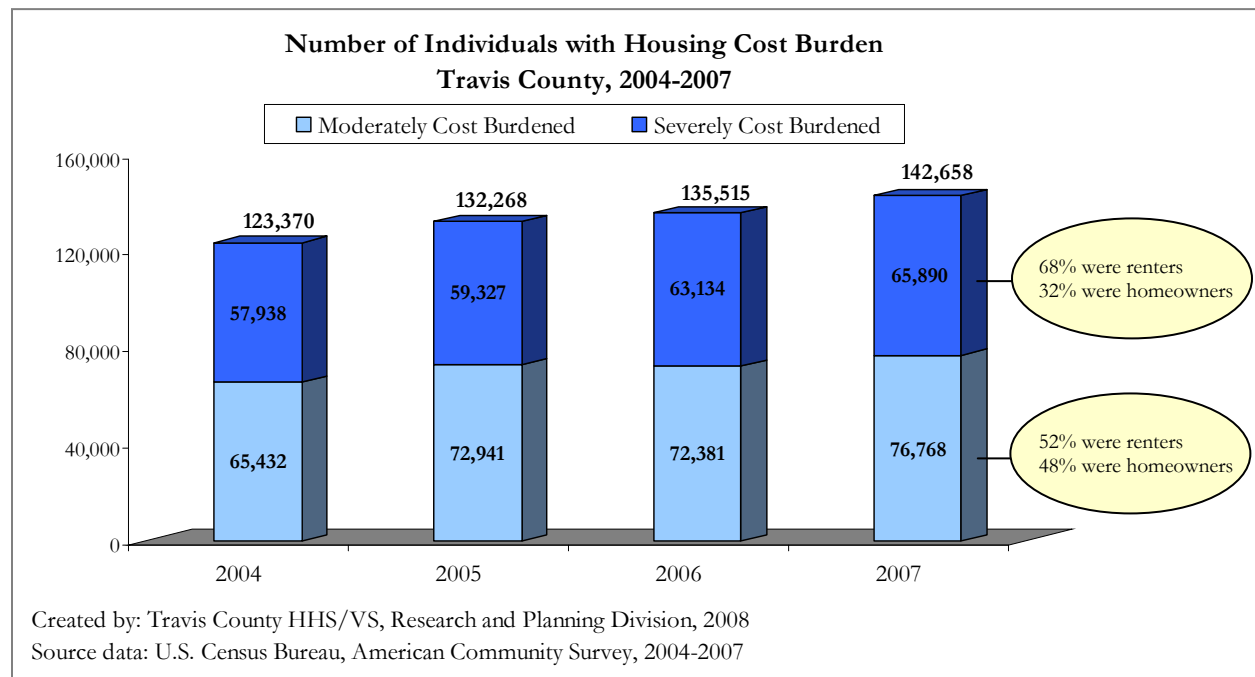
Homelessness raises barriers to securing and maintaining employment; heightens the risk of contracting and/or worsening physical health problems; and increases obstacles to youth registering for, regularly attending, achieving in, and completing school.<sup>46</sup>

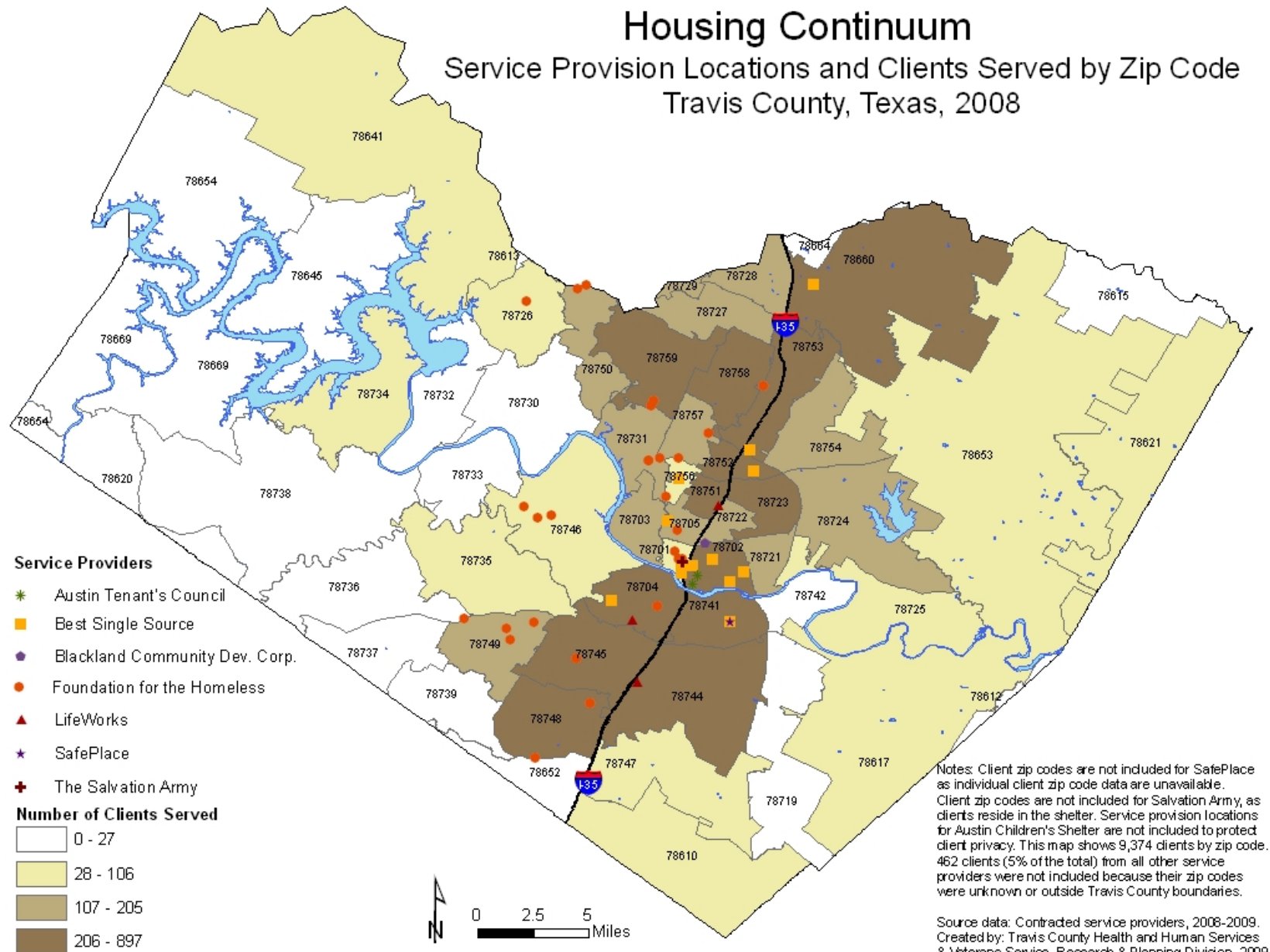
A shortage of affordable housing and limited income are the principal causes of homelessness.<sup>47</sup> As this report’s Introduction explains, recent trends indicate that these factors are worsening due to rising unemployment, rapidly increasing costs of living, and rising foreclosures. Indeed, current statistics suggest that **a growing number of Travis County residents are affected by homelessness or are at risk of becoming homeless**. AISD students affected by homelessness totaled 1,970 in 2007, up 27% from 2006.<sup>48</sup> Likewise, local U.S. Department of Housing and Homelessness (HUD) Continuum of Care organizations experienced a 37% rise in homeless people requesting shelter between the third quarters of 2007 and 2008.<sup>49</sup>

Several of the larger local housing assistance programs have limited resources to address community need. As of February 2, 2009, the Housing Authority of the City of Austin (HACA) had 1,929 fully-occupied public housing units and 7,798 households on a wait list for these units.<sup>50</sup> HACA also had 5,127 Section 8 housing vouchers and 4,810 households on the wait list for these vouchers.<sup>51</sup> The wait list for public housing units is typically between a year and 1.5 years for one-bedroom units, even with preferred populations such as the elderly and disabled.<sup>52</sup> The wait list for two-bedroom units is typically six to eight months.<sup>53</sup> For the Section 8 program, approximately 30 to 40 new households are able to begin participating in the program each month.<sup>54</sup>

Even before the recent recession, many Travis County residents were experiencing a **housing cost burden**. As the next figure illustrates, in 2007, an estimated 76,768 households (or 20% of all households) spent between 30% and 49.9% of their income on housing. HUD categorizes a household with this type of housing-expense ratio as moderately cost-burdened.<sup>55</sup> An estimated 65,890 households (or 17% of all households) spent 50% or more of their income on housing, which HUD defines as severely cost burdened; renters accounted for more than two-thirds (68%) of this population. The majority of renters with household incomes less than \$35,000 are cost-burdened. A similar income threshold for home owners is \$50,000. High housing cost-burdens

make many Travis County residents vulnerable to losing their housing. Recent changes in related community conditions such as rising unemployment and cost of living (see Introduction) may exacerbate such financial challenges.





## **Austin Children's Shelter**

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### **Emergency Shelter and Assessment**

#### **Program Description**

Austin Children's Shelter (ACS) provides emergency shelter and quality care to abandoned, neglected, and abused children. ACS strives to stabilize children after the trauma of initial separation from familiar caregivers, to assess and meet each child's needs during their stay, and then prepare the child for transition to his/her next residence.

#### **Funding**

The total TCHHS/VS investment in the Emergency Shelter and Assessment program for 2008 was \$49,203. This investment comprised 9.6% of the total program budget.

#### **Eligibility Criteria**

ACS provides emergency shelter and assessment services to children 17 years old and younger who have been removed from their families due to life-threatening abuse and neglect and have no protective caregiver.

### Client Demographics

A slight majority (56%) of clients were male, and most (97%) clients were aged 17 and under. Clients over the age of 17 who are aging out of the Austin Children's Shelter can remain in the program while awaiting transfer to their next home; this situation occurred for one client. The remaining clients over the age of 17 were due to clients misrepresenting their age to CPS caseworkers in order to stay with their young children. This situation occurred with mothers from the FLDS church's Eldorado compound. Hispanic or Latino clients accounted for 38% of clients, and White clients comprised 70% of the total client population. Income levels are not reported for clients residing in the Austin Children's Shelter.

<b>Gender</b>	Number	Percent	<b>Age</b>	Number	Percent
Female	87	44%	5 and Under	62	31%
Male	112	56%	6 to 12	34	17%
<i>Total</i>	<i>199</i>	<i>100%</i>	13 to 17	98	49%
			18 to 24	4	2%
			25 to 36	1	1%
<b>Ethnicity</b>			<i>Total</i>	<i>199</i>	<i>100%</i>
Hispanic or Latino	76	38%			
Not Hispanic or Latino	123	62%			
<i>Total</i>	<i>199</i>	<i>100%</i>			
<b>Race</b>					
Black or African American	60	30%			
White	139	70%			
<i>Total</i>	<i>199</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

### Client Zip Codes

Once in Austin Children's Shelter, clients reside in Travis County. However, a slight majority (59%) of clients served were located outside of Travis County immediately prior to participating in the program. East (10%) and Northeast (9%) areas comprised the next largest areas of client population. (See Appendix E for zip code classification map.)

East				North			Northeast			Southwest					
		Number	Percent		Number	Percent		Number	Percent		Number	Percent			
	78702	3	1.5%		78728	5	2.5%		78621	1	0.5%		78704	10	5.0%
	78721	5	2.5%		78758	3	1.5%		78660	3	1.5%		78745	1	0.5%
	78722	1	0.5%	Total North	8	4.0%		78664	3	1.5%	Total Southwest	11	5.5%		
	78723	6	3.0%					78752	8	4.0%					
	78724	1	0.5%					78754	2	1.0%					
	78725	3	1.5%				Total Northeast	17	8.5%						
Total East	19	9.5%													
Other/Unknown				Northwest			Southeast			West					
Other		117	58.8%		78641	2	1.0%		78741	3	1.5%		78733	1	0.5%
Unknown		4	2.0%		78654	3	1.5%		78744	4	2.0%		78746	2	1.0%
Total Other/Unknown	121	60.8%			78726	1	0.5%	Total Southeast	7	3.5%	Total West	3	1.5%		
					78732	1	0.5%								
					78750	6	3.0%								
				Total Northwest	13	6.5%									

Note: Percentages may not total 100 due to rounding.



### Performance Goals and Results

Austin Children's Shelter had mixed performance results in 2008 due to fewer clients served than originally targeted for the year. Staff members attribute this to erratic referral patterns from Child Protective Services (CPS), the arrival of children with behavioral problems unsuited for emergency care, and the placement of FLDS church members and their children. These placements required the shelter to significantly limit other placements due to housing requirements of FLDS church members. The shelter was impacted by the FLDS placement for 90 days during the contract year. This created numerous challenges and hardships for ACS.

Once the shelter moves to their new campus in late 2009, they will face fewer shelter limitations and will thereby be able to shelter more children. For those clients served, Austin Children's Shelter was able to exceed its outcome goals for clients showing improvement as determined by case review (see the first outcome) and clients reporting improvement on surveys that they completed (see the second outcome).

### Emergency Shelter and Assessment Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients served	199	300	66%
Number of meals/snacks served	37,357	42,000	89%
Number of days of supervised care	6,658	8,760	76%
<i>Outcomes</i>			
Percentage of clients who showed improvement by case review with a score of 75% or more	93% (118/127)	90% (162/180)	103%
Percentage of clients who reported improvement on surveys with a score of 70% or more	87% (41/47)	80% (48/60)	109%

## **Austin Tenant's Council**

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### **Telephone Counseling and Mediation**

#### **Program Description**

The goal of the Austin Tenant's Council is to address the lack of knowledge about housing rights and to protect those rights among low-income and minority residents in the Austin Metropolitan Statistical Area. The program advances its mission in this contract through the Telephone Counseling, In-House Counseling, and Emergency Mediation programs.

#### **Funding**

The total TCHHS/VS investment in the Telephone Counseling and Mediation program for 2008 was \$24,848. This investment comprised 39.2% of the total program budget.

#### **Eligibility Criteria**

The Telephone Counseling and Mediation program serves low-income tenants and landlords that reside in Travis County. Most participants in the In-House Counseling or the Emergency Mediation program have yearly incomes of less than 200% of the Federal Poverty Income Guideline (FPIG) level. Due to the nature of this program, though, it is possible that participants with incomes over 200% of the FPIG level may be served.

### Client Demographics

Two-thirds of the program's clients were female. Clients ages 37 to 55 comprised 38% of clients and 35% of clients were in the 25 to 36 age group. Hispanic or Latino clients accounted for 21% of the client population. Over three-quarters (77%) of clients were White and 20% were Black or African-American. Clients with incomes above 200% of the Federal Poverty Income Guideline level comprised 40% of all clients. (See Appendix C for specific guideline income levels.)

<b>Gender</b>	Number	Percent	<b>Age</b>	Number	Percent
Female	5,594	67%	18 to 24	1,239	15%
Male	2,800	33%	25 to 36	2,930	35%
<i>Total</i>	<i>8,394</i>	<i>100%</i>	37 to 55	3,215	38%
			56 to 74	936	11%
			75 and Over	74	1%
<b>Ethnicity</b>			<i>Total</i>	<i>8,394</i>	<i>100%</i>
Hispanic or Latino	1,733	21%			
Not Hispanic or Latino	6,661	79%			
<i>Total</i>	<i>8,394</i>	<i>100%</i>			
<b>Race</b>			<b>Income</b>		
American Indian or Alaskan Native	118	1%	<50% of FPIG	1,303	16%
Asian	115	1%	50% to 100%	1,444	17%
Black or African American	1,685	20%	101% to 150%	1,298	15%
White	6,476	77%	151% to 200%	980	12%
<i>Total</i>	<i>8,394</i>	<i>100%</i>	>200%	3,369	40%
			<i>Total</i>	<i>8,394</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

### Client Zip Codes

Clients in this program were located throughout Travis County. Both the Southwest and North areas of the county had 18% of the client population. The Northeast area had 16% of clients while the Southeast and East areas each comprised 15% of clients. (See Appendix E for zip code classification map.)

<b>Central</b>	Number	Percent	<b>North</b>	Number	Percent	<b>Northeast</b>	Number	Percent	<b>Southwest</b>	Number	Percent
78701	69	0.8%	78727	134	1.6%	78621	39	0.5%	78704	552	6.6%
78705	205	2.4%	78728	165	2.0%	78653	62	0.7%	78735	43	0.5%
78751	224	2.7%	78729	147	1.8%	78660	223	2.7%	78736	27	0.3%
78756	102	1.2%	78757	187	2.2%	78664	4	0.0%	78737	9	0.1%
<i>Total Central</i>	<i>600</i>	<i>7.1%</i>	78758	552	6.6%	78752	257	3.1%	78739	12	0.1%
			78759	278	3.3%	78753	582	6.9%	78745	596	7.1%
<b>East</b>			<i>Total North</i>	<i>1,463</i>	<i>17.4%</i>	78754	134	1.6%	78748	194	2.3%
78702	332	4.0%				<i>Total Northeast</i>	<i>1,301</i>	<i>15.5%</i>	78749	107	1.3%
78721	157	1.9%							<i>Total Southwest</i>	<i>1,540</i>	<i>18.3%</i>
78722	96	1.1%	<b>Northwest</b>			<b>Southeast</b>			<b>West</b>		
78723	473	5.6%	78641	95	1.1%	78610	30	0.4%	78703	114	1.4%
78724	159	1.9%	78645	18	0.2%	78617	77	0.9%	78733	25	0.3%
78725	30	0.4%	78654	22	0.3%	78719	6	0.1%	78738	15	0.2%
<i>Total East</i>	<i>1,247</i>	<i>14.9%</i>	78669	21	0.3%	78741	774	9.2%	78746	70	0.8%
<b>Other</b>			78726	88	1.0%	78742	16	0.2%	<i>Total West</i>	<i>224</i>	<i>2.7%</i>
Other	113	1.3%	78730	19	0.2%	78744	340	4.1%			
<i>Total Other</i>	<i>113</i>	<i>1.3%</i>	78731	158	1.9%	78747	40	0.5%			
			78732	24	0.3%	<i>Total Southeast</i>	<i>1,283</i>	<i>15.3%</i>			
			78734	58	0.7%						
			78750	120	1.4%						
			<i>Total Northwest</i>	<i>623</i>	<i>7.4%</i>						

Note: Percentages may not total 100 due to rounding.

### Performance Goals and Results

Austin Tenant's Council achieved the target range of expectations across all performance measures. In particular, they were able to provide tenant-landlord counseling to an additional 9 (or 9%) more clients than anticipated (see the second output).

#### Telephone Counseling and Mediation Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients served	8,394	9,094	92%
Number of clients provided tenant-landlord counseling by In-House Counseling services	104	95	109%
Number of clients provided Emergency Mediation services	103	104	99%
<i>Outcomes</i>			
Percentage of unduplicated clients/households that reported increased knowledge or skills in addressing their housing problems	98% (8,004/8,174)	95% (8,729/9,189)	103%
Percentage of clients/households for whom Emergency Mediation services resulted in an improved situation or condition	93% (95/102)	91% (95/104)	102%

## **Blackland Community Development Corporation**

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### **Transitional Housing**

#### **Program Description**

Blackland Community Development Corporation offers transitional housing for twelve months in a supportive environment and with case management support. This safe and affordable rental housing program allows clients the opportunity to focus on improving their life situation. The objectives are for the clients to leave having secured affordable and stable housing and to have met most of their case management goals.

#### **Funding**

The total TCHHS/VS investment in the Transitional Housing program for 2008 was \$9,301. This investment comprised 12.8% of the total program budget.

#### **Eligibility Criteria**

This program serves homeless and near-homeless families with minor children. Families must have incomes at or below 50% of Austin's Median Family Income level,<sup>u</sup> be employed and earning at least \$700 per month (twice the first month's rent), and be willing to meet with a case manager once a week.

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<sup>u</sup> Please see Appendix D for 2008 Austin Median Family Income Guidelines.

### Client Demographics

The majority (65%) of clients receiving transitional housing were female. A slight majority (56%) of clients were children aged 12 and younger, and nearly a quarter (24%) of clients were in the 25 to 36 age range. More than a quarter (28%) of clients were Hispanic or Latino. Black or African-American clients comprised 68% of the client population, and all clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix D for 2008 Austin Median Family Income Guidelines.)

<b>Gender</b>	Number	Percent	<b>Age</b>	Number	Percent
Female	44	65%	5 and Under	21	31%
Male	24	35%	6 to 12	17	25%
<i>Total</i>	<i>68</i>	<i>100%</i>	13 to 17	4	6%
			18 to 24	6	9%
			25 to 36	16	24%
<b>Ethnicity</b>			37 to 55	4	6%
Hispanic or Latino	19	28%	<i>Total</i>	<i>68</i>	<i>100%</i>
Not Hispanic or Latino	49	72%			
<i>Total</i>	<i>68</i>	<i>100%</i>			
<b>Race</b>			<b>Income</b>		
Black or African American	46	68%	<50% of FPIG	68	100%
White	20	29%	<i>Total</i>	<i>68</i>	<i>100%</i>
Black or African American AND White	2	3%			
<i>Total</i>	<i>68</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

### Client Zip Codes

This program served clients in most areas of Travis County, although the eastern areas had the greatest amounts of clients. The largest percentage of clients was located in the East (32%) area, followed by Southeast (24%) and Northeast (21%) areas. (See Appendix E for zip code classification map.)

<b>East</b>				<b>North</b>	Number	Percent	<b>Northeast</b>	Number	Percent	<b>Southwest</b>	Number	Percent
78721	15	22.1%		78758	5	7.4%	78664	3	4.4%	78704	6	8.8%
78722	2	2.9%		<i>Total North</i>	<i>5</i>	<i>7.4%</i>	78753	11	16.2%	<i>Total Southwest</i>	<i>6</i>	<i>8.8%</i>
78723	5	7.4%					<i>Total Northeast</i>	<i>14</i>	<i>20.6%</i>			
<i>Total East</i>	<i>22</i>	<i>32.4%</i>										
<b>Other</b>							<b>Southeast</b>			<b>West</b>		
Other	3	4.4%					78741	6	8.8%	78746	2	2.9%
<i>Total Other</i>	<i>3</i>	<i>4.4%</i>					78744	10	14.7%	<i>Total West</i>	<i>2</i>	<i>2.9%</i>
							<i>Total Southeast</i>	<i>16</i>	<i>23.5%</i>			

Note: Percentages may not total 100 due to rounding.



### Performance Goals and Results

Blackland Community Development Corporation exceeded both of its output goals but fell short of outcome expectations. Staff members report that the program experienced a great deal of turnover in 2008, with 16 individuals exiting the program earlier than scheduled. Turnover was attributed to clients dealing with emotional and physical abuse, mental health issues, and suspected substance abuse; these issues may result in clients being asked to leave if they are not complying with program guidelines. Due to this unexpected turnover, the program did not achieve its outcome goals.

#### Transitional Housing Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients provided case management	68	66	103%
Number of unduplicated clients provided transitional housing	68	66	103%
<i>Outcomes</i>			
Percentage of unduplicated clients (individual adults and children) who met at least 66% of their case management goals	57% (25/44)	79% (26/33)	72%
Percentage of unduplicated clients (individual adults and children) who obtained safe and stable housing as a result of receiving transitional housing and supportive services	68% (30/44)	79% (26/33)	87%

## **Caritas of Austin**

### **Best Single Source**

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#### **Program Description**

Caritas of Austin is the fiscal and administrative agent for the Basic Needs Coalition of Central Texas (BNC). The BNC developed the Best Single Source (BSS) program, which represents a collaboration of eight area social services providers.<sup>v</sup> This pilot program is designed to provide clients (1) enough funding to effectively resolve their financial crisis and stabilize their housing and (2) emergency financial assistance at the agency or organization where they already receive other services. All BSS partner agencies agree to maintain at least 90 days of case management with clients, and many provide longer term support. BSS clients are eligible for up to \$1,500 in rental/mortgage or utility assistance over 90 days to meet their crisis. The average assistance amount is approximately \$1,000.

#### **Funding**

The total TCHHS/VS investment in the Best Single Source program for 2008 was \$262,500. This investment comprised 38.9% of the total program budget. TCHHS/VS also funds Caritas of Austin's Basic Needs program, which is described in the Basic Needs issue area section.

#### **Eligibility Criteria**

This program serves clients living in Travis County at or below 200% of the Federal Poverty Income Guideline level. Clients must be experiencing a financial crisis and clients must be able to develop a plan with their Case Manager to reach self-sufficiency (i.e., able to maintain their housing) within three months. Clients must work with their Case Manager from their partner agency and agree to not seek additional financial assistance for 12 months.

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<sup>v</sup> The participating agencies include: AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Family Eldercare, Goodwill Industries, Meals on Wheels and More, and SafePlace.

### Client Demographics

Almost three-quarters (73%) of clients served were female. The 37 to 55 age group comprised the largest percentage of clients (43%), with 33% in the 25 to 36 age group. Less than half (42%) of clients were Hispanic or Latino, and almost half (49%) of clients were White. All clients had incomes below 200% of the Federal Poverty Income Guideline level, with 61% of clients at or below 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

<b>Gender</b>	Number	Percent	<b>Age</b>	Number	Percent
Female	508	73%	13 to 17	2	0.3%
Male	187	27%	18 to 24	49	7%
<i>Total</i>	<i>695</i>	<i>100%</i>	25 to 36	228	33%
			37 to 55	296	43%
			56 to 74	96	14%
			75 and Over	24	3%
			<i>Total</i>	<i>695</i>	<i>100%</i>
<b>Ethnicity</b>					
Hispanic or Latino	292	42%			
Not Hispanic or Latino	401	58%			
Balance – Not Specified	2	0.3%			
<i>Total</i>	<i>695</i>	<i>100%</i>			
<b>Race</b>			<b>Income</b>		
American Indian or Alaskan Native	5	1%	<50% of FPIG	186	27%
Asian	9	1%	50% to 100%	235	34%
Black or African American	230	33%	101% to 150%	219	32%
Native Hawaiian or Other Pacific Islander	2	0.3%	151% to 200%	55	8%
White	339	49%	<i>Total</i>	<i>695</i>	<i>100%</i>
Balance – Multiple Races	110	16%			
<i>Total</i>	<i>695</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

### Client Zip Codes

Clients served in this program were mostly located in the eastern areas of Travis County. Over a quarter (26%) of clients resided in the Southeast area, and 22% of clients were in the Northeast area. The East area had 19% of the client population. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	4	0.6%	78727	7	1.0%	78621	4	0.6%	78652	1	0.1%
78751	6	0.9%	78728	12	1.7%	78653	6	0.9%	78704	38	5.5%
78756	3	0.4%	78729	4	0.6%	78660	23	3.3%	78735	4	0.6%
Total Central	13	1.9%	78757	4	0.6%	78664	1	0.1%	78737	1	0.1%
			78758	62	8.9%	78752	32	4.6%	78739	1	0.1%
			78759	4	0.6%	78753	75	10.8%	78745	46	6.6%
East			Total North	93	13.4%	78754	9	1.3%	78748	15	2.2%
78702	28	4.0%				Total Northeast	150	21.6%	78749	5	0.7%
78721	18	2.6%							Total Southwest	111	16.0%
78722	6	0.9%									
78723	47	6.8%									
78724	26	3.7%	Northwest			Southeast			West		
78725	4	0.6%	78645	2	0.3%	78617	15	2.2%	78703	3	0.4%
Total East	129	18.6%	78726	3	0.4%	78719	2	0.3%	78733	1	0.1%
			78734	2	0.3%	78741	104	15.0%	78746	1	0.1%
			78750	3	0.4%	78742	2	0.3%	Total West	5	0.7%
Other	4	0.6%	Total Northwest	10	1.4%	78744	56	8.1%			
Total Other	4	0.6%				78747	1	0.1%			
						Total Southeast	180	25.9%			

Note: Percentages may not total 100 due to rounding.

### Performance Goals and Results

The Best Single Source program was unable to meet all but one of its performance expectations. Program staff members explain that the number of unduplicated clients served (see the first output) and the number of clients able to complete the three-month case management program (see the second output) were lower than expected due to a lack of remaining funds at the end of the year, thus preventing additional clients from entering the program.

#### Best Single Source Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients provided basic needs services (includes those initiating three-month case management program within contract year)	695	800	87%
Number of unduplicated clients completing three-month case management program who achieved equal or better housing	476	562	85%
<i>Outcomes</i>			
Percentage of clients completing case management program who achieved equal or better housing	79% (476/604)	90% (591/657)	88%
Percentage of clients who completed three-month case management program and achieved housing stability one year ago who had no new requests for financial assistance from participating providers	83% (338/405)	85% (546/642)	98%

## **Foundation for the Homeless Interfaith Hospitality Network**

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### **Program Description**

Foundation for the Homeless' Interfaith Hospitality Network (IHN) helps alleviate homelessness in the Austin area by providing adults with children shelter and case management services to promote improved self-sufficiency. Upon entering the program, each family establishes an individualized service plan to identify employment and housing goals as well as the steps necessary to achieve those goals.

### **Funding**

The total TCHHS/VS investment in the Interfaith Hospitality Network program for 2008 was \$13,310. This investment comprised 7.0% of the total program budget.

### **Eligibility Criteria**

This program serves the homeless population. Most clients are at or below 100% of the Federal Poverty Income Guideline level.

### Client Demographics

In the IHN program, there were more female (60%) than male (40%) clients. Clients ranged in age up to 55 years old, with a slight majority (58%) of clients aged 17 years and younger. Nearly a third (31%) of clients were Hispanic or Latino. A small majority (56%) of clients were White, followed by Black or African-American clients (31%).

Income level is determined at the exit of the program and is calculated for each adult per household (e.g., if a household had two adults, there would be two income levels calculated). Thirty households exited the program in 2008—a single two-adult household and 29 one-adult households. Of those, almost two-thirds (65%) had incomes at or below 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

<b>Gender</b>	Number	Percent	<b>Age</b>	Number	Percent
Female	78	60%	5 and Under	36	27%
Male	53	40%	6 to 12	27	21%
<i>Total</i>	<i>131</i>	<i>100%</i>	13 to 17	13	10%
			18 to 24	6	5%
			25 to 36	25	19%
			37 to 55	24	18%
			<i>Total</i>	<i>131</i>	<i>100%</i>
<b>Ethnicity</b>					
Hispanic or Latino	40	31%			
Not Hispanic or Latino	91	69%			
<i>Total</i>	<i>131</i>	<i>100%</i>			
<b>Race</b>			<b>Income</b>		
Black or African American	41	31%	<50% of FPIG	13	42%
Native Hawaiian or Other Pacific Islander	16	12%	50% to 100%	7	23%
White	74	56%	101% to 150%	10	32%
<i>Total</i>	<i>131</i>	<i>100%</i>	>200%	1	3%
			<i>Total</i>	<i>31</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

### Client Zip Codes

Over a third (37%) of clients were located outside of Travis County immediately prior to participating in the program. Of those clients located inside of Travis County, 14% were in the Southwest area and 12% were in the Northeast area. (See Appendix E for zip code classification map.)

<b>Central</b>	Number	Percent	<b>North</b>	Number	Percent	<b>Northeast</b>	Number	Percent	<b>Southwest</b>	Number	Percent
78751	5	3.8%	78727	3	2.3%	78753	15	11.5%	78704	5	3.8%
<i>Total Central</i>	<i>5</i>	<i>3.8%</i>	78729	4	3.1%	<i>Total Northeast</i>	<i>15</i>	<i>11.5%</i>	78745	6	4.6%
			78757	2	1.5%				78748	7	5.3%
<b>East</b>			<i>Total North</i>	<i>9</i>	<i>6.9%</i>				<i>Total Southwest</i>	<i>18</i>	<i>13.7%</i>
78721	4	3.1%									
78722	6	4.6%	<b>Northwest</b>			<b>Southeast</b>					
78723	3	2.3%	78641	2	1.5%	78617	4	3.1%			
<i>Total East</i>	<i>13</i>	<i>9.9%</i>	78669	2	1.5%	78741	9	6.9%			
			78750	5	3.8%	<i>Total Southeast</i>	<i>13</i>	<i>9.9%</i>			
<b>Other</b>			<i>Total Northwest</i>	<i>9</i>	<i>6.9%</i>						
Other	49	37.4%									
<i>Total Other</i>	<i>49</i>	<i>37.4%</i>									

Note: Percentages may not total 100 due to rounding.



### Performance Goals and Results

This program had mixed performance results in 2008. Staff members noted that the majority of households that entered the IHN program were small families; these households also had lengthier stays (longer than 90 days), leading to fewer openings for new clients. Because of these factors, the program served fewer clients and households than originally targeted (see the first and second outputs). Also, the program provided a fewer number of beds than expected (see the third output). However, the number of meals served (see the fourth output) exceeded performance expectations.

Though overall client and household numbers were less than expected, IHN exceeded its outcome goals for households and individuals exiting into safe and secure housing (see the first and second outcomes) and for households exiting into an improved income situation (see the third outcome).

### Interfaith Hospitality Network Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients served	131	151	87%
Number of unduplicated households	40	47	85%
Number of beds provided	11,058	13,612	81%
Number of meals served	33,414	28,470	117%
<i>Outcomes</i>			
Percentage of households that exited into safe and secure housing	100% (30/30)	70% (33/47)	142%
Percentage of individuals that exited into safe and secure housing	100% (95/95)	70% (106/151)	142%
Percentage of exited households that improved their income situation	83% (25/30)	70% (33/47)	119%

## **The Salvation Army**

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### **Pathways and Partnerships**

#### **Program Description**

The Salvation Army provides emergency shelter, basic needs services, case management, and employment services to meet the basic emergency needs of homeless and near homeless people to assist them in attaining self-sufficiency.

#### **Funding**

The total TCHHS/VS investment in the Pathways and Partnerships program for 2008 was \$98,319. This investment comprised 2.3% of the total program budget.

#### **Eligibility Criteria**

This program serves homeless and low-income men, women, and children.

### Client Demographics

Almost three-quarters (74%) of the Salvation Army's clients were male, and almost half (47%) were between the ages of 37 to 55. Hispanic or Latino clients comprised 12% of the client population and almost half (47%) were White. Most (72%) clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Program staff members note that they experienced problems collecting demographic information for male clients sleeping on mats during inclement weather, which led to larger-than-expected percentages of unknown client demographics. This data collection issue has been corrected and is not expected to reoccur in 2009.

<b>Gender</b>	Number	Percent	<b>Age</b>	Number	Percent
Female	1,084	26%	5 and Under	84	2%
Male	3,083	74%	6 to 12	48	1%
<i>Total</i>	<i>4,167</i>	<i>100%</i>	13 to 17	12	0.3%
			18 to 24	214	5%
			25 to 36	696	17%
<b>Ethnicity</b>			37 to 55	1,943	47%
Hispanic or Latino	493	12%	56 to 74	349	8%
Not Hispanic or Latino	2,865	69%	75 and Over	2	0.05%
Balance – Not Specified	809	19%	Balance – Not Specified	819	20%
<i>Total</i>	<i>4,167</i>	<i>100%</i>	<i>Total</i>	<i>4,167</i>	<i>100%</i>
<b>Race</b>			<b>Income</b>		
American Indian or Alaskan Native	15	0.4%	<50% of FPIG	2,998	72%
Asian	8	0.2%	50% to 100%	59	1%
Black or African American	1,358	33%	101% to 150%	58	1%
White	1,953	47%	151% to 200%	31	1%
Balance – Not Specified	833	20%	>200%	6	0.1%
<i>Total</i>	<i>4,167</i>	<i>100%</i>	Balance – Not Specified	1,015	24%
			<i>Total</i>	<i>4,167</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

### Client Zip Codes

Client zip codes are not included, as all clients reside in the emergency shelter.

### Performance Goals and Results

The Salvation Army performed within the target range of performance expectations. The number of clients provided with employment services (see the fifth output) greatly exceeded its goal. Program staff members attribute this result to increased demand and expanded employment services, such as a computer lab used for online job searches.

Both outcome performance measures exceeded performance goals. Staff members report that the higher percentage of clients moving into safe and stable housing can be attributed to improved case management and tracking (see the first outcome). Furthermore, increases in improved employment status percentages (see the second outcome) may be due to increased participation in employment services and improved job verification.

### Pathways and Partnerships Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients provided emergency shelter	4,167	4,000	104%
Number of bed nights provided	90,442	96,360	94%
Number of meal equivalents served	328,793	300,000	110%
Number of unduplicated clients provided case management	837	900	93%
Number of unduplicated clients provided employment services	625	350	179%
<i>Outcomes</i>			
Percentage of case managed persons who exited shelter and moved into safe and stable housing	62% (506/820)	56% (450/800)	110%
Percentage of homeless adults participating in employment services who improved their employment status	77% (484/625)	75% (263/350)	103%

## **Travis County Domestic Violence and Sexual Assault Survival Center (d.b.a. SafePlace)**

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### **Domestic Violence and Sexual Assault Services**

#### **Program Description**

SafePlace operates a 24-hour hotline and shelters for persons and families experiencing domestic violence or sexual assault. The hotline provides linkage to services for persons who have been assaulted and those living in or dealing with domestic violence. Shelter services are available for men and women leaving partner violence and for their children. Services include counseling, basic needs, emergency medical supports, transportation, safety planning, case management, school and daycare services, and related services.

#### **Funding**

The total TCHHS/VS investment in the Domestic Violence and Sexual Assault Services program for 2008 was \$250,336. This investment comprised 8.5% of the total program budget.

#### **Eligibility Criteria**

This program serves women, children, and men who have experienced rape, sexual assault, sexual abuse, or domestic violence.

#### **Client Demographics and Client Zip Codes**

Individual client demographics and zip codes are unavailable, and thus, are not included.

### Performance Goals and Results

The Domestic Violence and Sexual Assault Services program at SafePlace exceeded its performance goals for outcome measures but missed performance targets for two output measures. Staff members report that families often required longer stays in the shelter before they secured safe housing, leading to lower numbers of clients sheltered (see the first output). Families also had fewer children with them in residence, which contributed to this result. They also note that the number of clients counseled was lower than expected due to staff turnover (see the second output). Walk-in counseling is now available and these sessions should increase the number of clients counseled in 2009.

Due to the various housing programs available for their clients, and the staff developing good working relationships with these housing programs, the program experienced higher outcome rates of clients moving into safe and secure locations (see the first outcome). They also report an increased number of submitted surveys (see the second outcome) because of improvements in the surveying processes; these surveys are now administered anonymously.

#### Domestic Violence and Sexual Assault Services Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients sheltered	693	800	87%
Number of unduplicated clients counseled	1,052	1,175	90%
Number of bed nights of shelter provided	25,144	30,800	82%
<i>Outcomes</i>			
Percentage of unduplicated clients who exited the shelter or transitional housing to a safe and secure location	87% (242/279)	75% (231/309)	116%
Percentage of unduplicated counseling clients surveyed who indicated an increase in their understanding of the dynamics and effects of abuse and trauma	100% (286/286)	95% (237/250)	105%

## **Youth and Family Alliance (d.b.a. LifeWorks)**

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### **Housing and Homeless Services**

#### **Program Description**

The Housing and Homeless Services program gives immediate access to emergency shelter 7 days a week for 24 hours each day. The program reunifies youth with their families, when possible; offers long-term transitional housing for youth who cannot return home; and provides linkage and coordination of services with other community resources.

#### **Funding**

The total TCHHS/VS investment in the Housing and Homeless Services program for 2008 was \$140,107. This investment comprised 5.1% of the total program budget. TCHHS/VS also funds two additional programs at LifeWorks—the Youth Development program, which is described in the Child and Youth Development issue area section, and the Counseling program, which is described in the Behavioral Health issue area section.

#### **Eligibility Criteria**

This program serves youth and young adults, ages 10 to 23, in high-risk situations, including homeless, runaway, abandoned, and abused youth, and youth at-risk of imminent homelessness.

### Client Demographics

A slight majority (54%) of clients were female and almost half (46%) were between the ages of 13 and 17. Hispanic or Latino clients accounted for 29% of clients and 62% were White. All clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

<b>Gender</b>	Number	Percent	<b>Age</b>	Number	Percent
Female	189	54%	5 and Under	40	11%
Male	160	46%	6 to 12	65	19%
<i>Total</i>	<i>349</i>	<i>100%</i>	13 to 17	161	46%
			18 to 24	83	24%
			<i>Total</i>	<i>349</i>	<i>100%</i>
<b>Ethnicity</b>			<b>Income</b>		
Hispanic or Latino	100	29%	<50% of FPIG	349	100%
Not Hispanic or Latino	248	71%	<i>Total</i>	<i>349</i>	<i>100%</i>
Balance – Not Specified	1	0.3%			
<i>Total</i>	<i>349</i>	<i>100%</i>			
<b>Race</b>					
Black or African American	129	37%			
White	217	62%			
Balance – Multiple Races	3	1%			
<i>Total</i>	<i>349</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.



### Client Zip Codes

The majority (63%) of clients had an unknown zip code. Staff members note that these clients represent youth who come from foster care, through the Texas Department of Family and Protective Services. This program generally serves a large number of foster care youth, and thus, experiences a larger percentage of unknown client zip codes. The Southwest area of Travis County had the largest percentage of clients with known zip codes, comprising 11% of clients. (See Appendix E for zip code classification map.)

<b>Central</b>	Number	Percent	<b>North</b>	Number	Percent	<b>Northeast</b>	Number	Percent	<b>Southwest</b>	Number	Percent
78751	7	2.0%	78727	1	0.3%	78664	2	0.6%	78704	12	3.4%
78756	1	0.3%	78728	4	1.1%	78752	3	0.9%	78739	4	1.1%
<i>Total Central</i>	8	2.3%	78757	6	1.7%	78753	6	1.7%	78745	12	3.4%
			78758	7	2.0%	78754	3	0.9%	78748	3	0.9%
<b>East</b>			78759	2	0.6%	<i>Total Northeast</i>	14	4.0%	78749	7	2.0%
78702	15	4.3%	<i>Total North</i>	20	5.7%				<i>Total Southwest</i>	38	10.9%
78721	1	0.3%									
78723	4	1.1%	<b>Northwest</b>			<b>Southeast</b>			<b>West</b>		
78725	4	1.1%	78726	4	1.1%	78741	1	0.3%	78703	1	0.3%
<i>Total East</i>	24	6.9%	78750	3	0.9%	78742	3	0.9%	78746	1	0.3%
			<i>Total Northwest</i>	7	2.0%	78744	12	3.4%	<i>Total West</i>	2	0.6%
<b>Unknown</b>						78747	2	0.6%			
Unknown	218	62.5%				<i>Total Southeast</i>	18	5.2%			
<i>Total Unknown</i>	218	62.5%									

Note: Percentages may not total 100 due to rounding.

### Performance Goals and Results

This program exceeded all but one of its performance goals, missing the target for the third output measure. Program staff members note that there were fewer clients served in Supportive Housing (SHP) than originally projected. Many youth stayed in SHP for a longer period of time, thus decreasing the total number of clients served throughout the year. However, outcome percentages for these clients (see the third outcome) exceeded performance goals due to improved staff efforts in assisting clients in obtaining safe and stable housing. They also note that the average stay for youth in the emergency shelter was shorter than anticipated, leading to additional clients served (see the first output).

#### Housing and Homeless Services Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients provided Emergency Shelter	281	248	113%
Number of unduplicated clients provided Transitional Living Services (TLS)	47	46	102%
Number of unduplicated clients provided Supportive Housing (SHP)	21	30	70%
Number of days of shelter provided at Emergency Shelter	11,303	10,512	108%
Number of days of shelter provided at TLS (duplicated)	5,811	5,256	111%
Number of days of shelter provided at SHP (duplicated)	3,632	3,285	111%
<i>Outcomes</i>			
Percentage of unduplicated clients who exited Emergency Shelter and moved into safe and stable housing	93% (228/246)	85% (210/248)	109%
Percentage of unduplicated clients who exited TLS and moved into safe and stable housing	97% (34/35)	85% (39/46)	115%
Percentage of unduplicated clients who exited SHP and moved into safe and stable housing	100% (16/16)	87% (26/30)	115%
Percentage of unduplicated clients who increased their parenting knowledge and skills while in the Transition Program for Parenting Youth	93% (25/27)	85% (23/27)	109%